

2022 Albuquerque Transit (ABQ RIDE) On-Board Survey

FINAL REPORT
JULY 7, 2022



Prepared for ABQ RIDE by
ETC Institute

| | |
|--|-----------|
| Executive Summary..... | 2 |
| Objectives | 2 |
| Survey Methodology Summary | 2 |
| Transit Trip Characteristics and Passenger Profile | 2 |
| Chapter 1. Survey Methodology..... | 5 |
| Sampling Plan | 5 |
| Survey Instrument | 8 |
| Chapter 2. Survey Administration | 9 |
| Survey Administration | 9 |
| In-Field Quality Assurance/Quality Control..... | 10 |
| Chapter 3. Data Review Process | 11 |
| Process For Identifying Complete Records | 11 |
| Online Visual Review Tool | 11 |
| Chapter 4. Survey Weighting and Expansion | 14 |
| Chapter 5. WEEKDAY OD Survey System Results..... | 16 |
| Chapter 6. WEEKEND OD Survey System Results..... | 28 |
| Appendix A: Survey Instrument | 39 |

EXECUTIVE SUMMARY

The 2022 Transit On-Board Origin-Destination (OD) Survey was conducted by ETC Institute on behalf of ABQ RIDE. The data collection began on January 29th and ended February 26th, 2022. This report will provide an overview and detailed description of the 2022 On-Board OD Survey process. The report covers the survey findings, purpose/background, design, sampling, administration methodology, and quality control process.

OBJECTIVES

The primary objectives for the survey were as follows:

- ▲ Compile statistically accurate information about the use of transit in the region by ABQ RIDE passengers for future transportation planning and forecasting.
- ▲ Gather demographic and travel patterns for Title VI reporting.

SURVEY METHODOLOGY SUMMARY

ETC Institute conducted the onboard passenger intercept interviews survey using tablet PCs (tablets). ETC Institute developed the survey in cooperation with ETC, Jarrett Walker, and the ABQ RIDE team. Passengers were selected for participation using a random sampling protocol built into the survey programming and passenger's responses were captured in real time. For those passengers who elected to participate, the survey was administered in two portions. The first portion captured a detailed account of the passenger's complete one-way trip and the second to capture various usage and demographic data. In the initial section, the survey program's mapping function allowed for the geocoding of addresses using information provided by the passenger. Passengers were able to see on-screen maps and confirm the accuracy of the location data collected. At the end of the first portion, passengers confirmed a comprehensive summary of their complete origin-to-destination one-way trip. In the second portion passengers were asked questions pertaining to their transit usage, as well as personal and household demographics. Upon completion of the survey, passengers were thanked for their time and willingness to participate.

ETC Institute interviewers were available to answer passenger questions, the most common of which involved the need to ask for personal information and how the information gathered would be used. Passengers were assured all information collected would be kept strictly confidential, that ABQ RIDE intended to use the information for research purposes designed to improve their system, and that the information would never be used for any commercial purpose.

TRANSIT TRIP CHARACTERISTICS AND PASSENGER PROFILE

The following bullets describe ABQ RIDE passenger's profile for weekday and weekend riders. These characteristics are similar since many passengers use ABQ RIDE both on weekdays and weekends.

- The most common origins and destination types are home. Weekday surveys totaled thirty-seven percent for home as the origin place type, and thirty-nine percent for home for passengers' destination place type. Weekend surveys totaled forty-three percent for home as the origin place type, and twenty-nine percent of passengers' destination place type is home.

- Most passengers walk to their first bus (94% weekday and 93% weekend) and walk from their last transit stop to their destination (94% for both weekday and weekend).
- Most passengers take only one bus on their one-way-trip. Sixty-four percent of weekday surveys show passengers take one bus, and sixty-three percent of weekend passengers surveyed take one bus on their trip.
- ABQ RIDE has many regular customers that have been riding six years or greater. Forty-six percent of passengers surveyed on the weekday have been riding more than six years and a similar forty-five percent of passengers surveyed on weekends have been riding six years or more.
- Nearly half of passengers use ABQ RIDE six to seven days per week. Forty-seven percent of weekday passengers surveyed ride six to seven days per week while fifty-one percent of passengers survey on the weekend ride six to seven days per week.
- Household demographics amongst riders are similar for both weekday and weekend surveys.
 - Surveys administered on weekdays show that passengers' households are forty-six percent single person, thirty-one percent have one household employee, sixty-three percent do not have any household vehicles, and seventy-six percent of households make less than \$25,000 annually (low income).
 - Surveys administered on weekends show that passengers households are forty-nine percent single person, thirty-five percent have one household employee, sixty-nine percent do not have any household vehicles, and seventy-nine percent of households make less than \$25,000 annually (low income).
- Passenger demographics amongst riders are also similar for both weekday and weekend surveys.
 - Surveys administered on weekdays show that sixty-one percent of passengers do not possess a valid driver's license, fifty percent are not employed, fourteen percent are students, forty-four percent are between the ages of 25 and 44, seventy-three percent are either White or Hispanic, and sixty-five percent are Male.
 - Surveys administered on weekends show that fifty-seven percent of passengers do not possess a valid driver's license, fifty-two percent are not employed, nine percent are students, thirty-one percent are over 45 years of age, sixty-six percent are either White or Hispanic, and sixty-six percent are Male.
- Passengers that speak other languages at home for both weekday and weekend are identical with one quarter (25%) of the passengers speaking another language at home other than English. Both weekday and weekend surveys show that Spanish is the main non-English language spoken at home at seventy-six percent. The majority (80%) of passengers that speak other languages at home also speak English very well.
- Passengers were asked if they would rather have routes with bus stops closer to them but came less frequent or routes which have stops further away that came more frequent. Both weekday and weekend surveys show that forty-five percent of passengers prefer routes with more frequency even if they must travel further to get to their bus stop.
- Passengers were asked what kind of improvements could be made on ABQ RIDE. Passengers surveyed during the weekday stated that the most valuable (75% response) category is keeping the bus fare free. Passengers surveyed during the weekend also stated that the most valuable (76% response) category is keeping the bus fare free. Sixty-four

percent of passengers surveyed during the week think that there needs to be more weekend service while seventy five percent of weekend riders think there needs to be more weekend service.

Chapter 1. SURVEY METHODOLOGY

SAMPLING PLAN

To ensure that the distribution of completed surveys mirrors the distribution of ABQ RIDE's passengers, ETC Institute and ABQ RIDE established proportional sampling goals. ETC Institute developed a sampling plan that would ensure the completion of the Weekday OD survey by at least 1,202 weekday passengers, a seven percent sampling rate. Overall, a total of 1,403 weekday surveys were collected. The weekend sampling rate was set at four percent route level total to yield a sample of 726 passengers. A total of 826 weekend surveys were collected.

Table 1 shows the sampling goals used to guide the collection by route, time of day, and direction. Table 2 show the sampling goals for Saturday and Sunday at the route level. Both tables also show the surveys collected. The source of this ridership was Fall 2021.

Table 1 – OD Sampling Goals Weekday

| ROUTE SURVEYED | ABQ_Ride_sample_goals | | | | | Route Total | ABQ_Ride_collection | | | | | Route Total |
|---|------------------------------|--------------------------|-----------------------------|-----------------------------|-----------------|-------------|------------------------------|--------------------------|-----------------------------|-----------------------------|-----------------|-------------|
| | 1 = AM Peak (Before 10am) | 2 = Midday (10am-2pm) | 3 = PM Peak (2pm-6:30pm) | 4 = Evening (6:30pm and) | Direction Total | | 1 = AM Peak (Before 10am) | 2 = Midday (10am-2pm) | 3 = PM Peak (2pm-6:30pm) | 4 = Evening (6:30pm and) | Direction Total | |
| 1 Juan Tabo NORTHBOUND | 1.8 | 2.1 | 2.4 | 0.0 | 6.3 | 17 | 2 | 4 | 3 | 0 | 9 | 19 |
| 1 Juan Tabo SOUTHBOUND | 0.9 | 1.7 | 3.1 | 0.0 | 5.8 | | 2 | 4 | 4 | 0 | 10 | |
| 2 Eubank-Ventura NORTHBOUND | 1.1 | 1.5 | 2.3 | 0.1 | 5.0 | 14 | 3 | 2 | 3 | 0 | 8 | 18 |
| 2 Eubank-Ventura SOUTHBOUND | 1.5 | 1.4 | 1.8 | 0.1 | 4.9 | | 4 | 3 | 3 | 0 | 10 | |
| 5 Montgomery/Carlisle NORTHEAST | 7.1 | 9.2 | 10.2 | 2.0 | 28.4 | 81 | 21 | 12 | 16 | 5 | 54 | 100 |
| 5 Montgomery/Carlisle SOUTHWEST | 9.3 | 9.0 | 9.4 | 1.4 | 29.2 | | 18 | 11 | 15 | 2 | 46 | |
| 6 Indian School Commuter EASTBOUND | 0.1 | 0.0 | 0.0 | 0.0 | 0.1 | 1 | 0 | 0 | 1 | 1 | 2 | 3 |
| 6 Indian School Commuter WESTBOUND | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | | 0 | 0 | 0 | 1 | 1 | |
| 7 Candelaria Commuter EASTBOUND | 0.0 | 0.0 | 0.6 | 0.0 | 0.6 | 1 | 0 | 0 | 1 | 1 | 2 | 3 |
| 7 Candelaria Commuter WESTBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 0 | 0 | 1 | 0 | 1 | |
| 8 Menaul EASTBOUND | 7.0 | 10.0 | 9.6 | 1.8 | 28.4 | 76 | 19 | 18 | 13 | 4 | 54 | 100 |
| 8 Menaul WESTBOUND | 7.7 | 8.6 | 8.0 | 1.6 | 25.9 | | 11 | 20 | 11 | 4 | 46 | |
| 10 North Fourth Street NORTHBOUND | 4.1 | 5.9 | 5.6 | 0.9 | 16.6 | 45 | 11 | 9 | 15 | 5 | 40 | 72 |
| 10 North Fourth Street SOUTHBOUND | 4.9 | 5.3 | 4.8 | 0.4 | 15.3 | | 9 | 11 | 10 | 2 | 32 | |
| 11 Lomas EASTBOUND | 4.2 | 7.0 | 8.7 | 1.6 | 21.4 | 56 | 5 | 9 | 15 | 4 | 33 | 66 |
| 11 Lomas WESTBOUND | 6.1 | 5.8 | 5.8 | 0.5 | 18.2 | | 9 | 8 | 12 | 4 | 33 | |
| 12 Constitution Commuter EASTBOUND | 0.0 | 0.0 | 0.2 | 0.0 | 0.2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 12 Constitution Commuter WESTBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 1 | 0 | 0 | 0 | 1 | |
| 13 Comanche Commuter EASTBOUND | 0.0 | 0.0 | 0.2 | 0.0 | 0.2 | 1 | 0 | 0 | 2 | 0 | 2 | 2 |
| 13 Comanche Commuter WESTBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 0 | 0 | 0 | 0 | 0 | |
| 16 University/Gibson/Broadway EASTBOUND | 2.9 | 2.5 | 2.9 | 0.0 | 8.3 | 23 | 5 | 5 | 5 | 0 | 15 | 31 |
| 16 University/Gibson/Broadway WESTBOUND | 2.8 | 2.8 | 2.8 | 0.0 | 8.3 | | 4 | 4 | 7 | 1 | 16 | |
| 31 Wyoming NORTHBOUND | 2.3 | 2.5 | 3.2 | 0.2 | 8.2 | 23 | 5 | 3 | 4 | 0 | 12 | 25 |
| 31 Wyoming SOUTHBOUND | 1.8 | 2.2 | 4.0 | 0.2 | 8.3 | | 5 | 3 | 5 | 0 | 13 | |
| 34 San Pedro Commuter NORTHBOUND | 0.0 | 0.0 | 0.2 | 0.0 | 0.2 | 1 | 0 | 0 | 2 | 0 | 2 | 2 |
| 34 San Pedro Commuter SOUTHBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 0 | 0 | 0 | 0 | 0 | |
| 36 12th Street/Rio Grande CCW-LOOP | 0.9 | 0.9 | 0.8 | 0.0 | 2.6 | 4 | 1 | 6 | 1 | 0 | 8 | 8 |

2022 ABQ RIDE On-Board Survey

| ROUTE SURVEYED | ABQ_Ride_sample_goals | | | | | | ABQ_Ride_collection | | | | | |
|--|------------------------------|--------------------------|-----------------------------|-----------------------------|-----------------|--------------|------------------------------|--------------------------|-----------------------------|-----------------------------|-----------------|--------------|
| | 1 = AM Peak (Before 10am) | 2 = Midday (10am-2pm) | 3 = PM Peak (2pm-6:30pm) | 4 = Evening (6:30pm and) | Direction Total | Route Total | 1 = AM Peak (Before 10am) | 2 = Midday (10am-2pm) | 3 = PM Peak (2pm-6:30pm) | 4 = Evening (6:30pm and) | Direction Total | Route Total |
| 37 Rio Grande/11th Street CW-LOOP | 0.5 | 1.0 | 0.9 | 0.0 | 2.4 | 3 | 1 | 3 | 1 | 0 | 5 | 5 |
| 50 Airport/Downtown NORTHWEST | 1.2 | 1.7 | 1.8 | 0.3 | 4.9 | 13 | 5 | 2 | 2 | 0 | 9 | 16 |
| 50 Airport/Downtown SOUTHEAST | 1.0 | 1.7 | 1.6 | 0.2 | 4.4 | | 3 | 2 | 2 | 0 | 7 | |
| 51 Alrisco/Rio Bravo NORTHBOUND | 0.5 | 0.4 | 0.5 | 0.1 | 1.5 | 5 | 2 | 0 | 2 | 0 | 4 | 6 |
| 51 Alrisco/Rio Bravo SOUTHBOUND | 0.4 | 0.6 | 0.8 | 0.0 | 1.8 | | 0 | 1 | 1 | 0 | 2 | |
| 53 Isleta NORTHBOUND | 1.6 | 2.0 | 1.6 | 0.1 | 5.3 | 16 | 4 | 4 | 4 | 2 | 14 | 27 |
| 53 Isleta SOUTHBOUND | 1.2 | 2.1 | 2.3 | 0.4 | 5.9 | | 2 | 5 | 4 | 2 | 13 | |
| 54 Bridge/Westgate EASTBOUND | 1.8 | 1.2 | 1.0 | 0.2 | 4.1 | 13 | 4 | 2 | 3 | 4 | 13 | 26 |
| 54 Bridge/Westgate WESTBOUND | 1.5 | 1.4 | 1.7 | 0.6 | 5.3 | | 4 | 2 | 5 | 2 | 13 | |
| 66 Central Avenue EASTBOUND | 15.0 | 17.6 | 21.4 | 8.8 | 62.8 | 177 | 28 | 22 | 23 | 20 | 93 | 179 |
| 66 Central Avenue WESTBOUND | 16.3 | 19.2 | 19.7 | 8.3 | 63.5 | | 22 | 23 | 26 | 15 | 86 | |
| 92 Taylor Ranch Express SOUTHBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| 92 Taylor Ranch Express NORTHBOUND | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | | 0 | 0 | 3 | 0 | 3 | |
| 93 Academy Commuter NORTHEAST | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 1 | 0 | 0 | 2 | 0 | 2 | 2 |
| 93 Academy Commuter SOUTHWEST | 0.1 | 0.0 | 0.0 | 0.0 | 0.1 | | 0 | 0 | 0 | 0 | 0 | |
| 94 Unser Commuter NORTHBOUND | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| 94 Unser Commuter SOUTHBOUND | 0.1 | 0.0 | 0.0 | 0.0 | 0.1 | | 2 | 0 | 0 | 0 | 2 | |
| 96 Crosstown Commuter NORTHBOUND | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 1 | 0 | 0 | 4 | 0 | 4 | 4 |
| 96 Crosstown Commuter SOUTHBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 0 | 0 | 0 | 0 | 0 | |
| 97 Zuni Express EASTBOUND | 0.7 | 1.3 | 1.2 | 0.0 | 3.2 | 7 | 6 | 3 | 3 | 0 | 12 | 22 |
| 97 Zuni Express WESTBOUND | 0.8 | 0.7 | 0.4 | 0.0 | 2.0 | | 6 | 3 | 1 | 0 | 10 | |
| 140 San Mateo / CNM Work Force NORTHBOUND | 5.6 | 5.7 | 5.3 | 0.0 | 16.6 | 46 | 7 | 10 | 12 | 0 | 29 | 53 |
| 140 San Mateo / CNM Work Force SOUTHBOUND | 3.9 | 5.1 | 7.4 | 0.0 | 16.4 | | 5 | 6 | 13 | 0 | 24 | |
| 141 San Mateo NORTHBOUND | 6.6 | 7.0 | 5.6 | 2.6 | 21.7 | 59 | 10 | 8 | 9 | 7 | 34 | 62 |
| 141 San Mateo SOUTHBOUND | 4.1 | 6.5 | 6.8 | 2.9 | 20.4 | | 8 | 7 | 8 | 5 | 28 | |
| 155 Coors NORTHBOUND | 2.6 | 3.0 | 3.6 | 1.0 | 10.2 | 29 | 7 | 4 | 4 | 2 | 17 | 33 |
| 155 Coors SOUTHBOUND | 2.3 | 2.6 | 4.1 | 1.6 | 10.6 | | 3 | 4 | 5 | 4 | 16 | |
| 157 Cottonwood/Montano/UTC NORTHWEST | 6.1 | 5.8 | 7.3 | 1.8 | 21.0 | 58 | 9 | 7 | 10 | 7 | 33 | 63 |
| 157 Cottonwood/Montano/UTC SOUTHEAST | 5.6 | 5.8 | 6.7 | 2.0 | 20.1 | | 8 | 8 | 9 | 5 | 30 | |
| 198 98th / Dennis Chavez NORTHBOUND | 1.2 | 0.9 | 0.7 | 0.2 | 3.0 | 10 | 4 | 1 | 1 | 0 | 6 | 17 |
| 198 98th / Dennis Chavez SOUTHBOUND | 0.7 | 1.1 | 1.5 | 0.7 | 4.0 | | 1 | 2 | 4 | 4 | 11 | |
| 217 Downtown-KAFB Ltd. EASTBOUND | 0.1 | 0.0 | 0.0 | 0.0 | 0.1 | 1 | 1 | 0 | 0 | 0 | 1 | 2 |
| 217 Downtown-KAFB Ltd. WESTBOUND | 0.0 | 0.0 | 0.4 | 0.0 | 0.4 | | 0 | 0 | 0 | 1 | 1 | |
| 222 Rio Bravo/ Rail Runner/ KAFB EASTBOUND | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | 1 | 3 | 0 | 0 | 0 | 3 | 3 |
| 222 Rio Bravo/ Rail Runner/ KAFB WESTBOUND | 0.0 | 0.0 | 0.2 | 0.0 | 0.2 | | 0 | 0 | 0 | 0 | 0 | |
| 251 ABQ-Rio Rancho Rail Runner Shuttle NORTHWEST | 0.0 | 0.0 | 0.3 | 0.0 | 0.3 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 251 ABQ-Rio Rancho Rail Runner Shuttle SOUTHEAST | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | | 1 | 0 | 0 | 0 | 1 | |
| 766 ART Red Line EASTBOUND | 13.6 | 20.8 | 25.4 | 9.4 | 69.1 | 183 | 19 | 37 | 31 | 11 | 98 | 183 |
| 766 ART Red Line WESTBOUND | 12.0 | 17.0 | 20.7 | 11.7 | 61.4 | | 14 | 18 | 34 | 19 | 85 | |
| 777 ART Green Line EASTBOUND | 17.3 | 21.3 | 24.2 | 9.5 | 72.3 | 197 | 24 | 29 | 36 | 10 | 99 | 199 |
| 777 ART Green Line WESTBOUND | 13.0 | 21.9 | 25.1 | 8.6 | 68.5 | | 17 | 30 | 28 | 25 | 100 | |
| 790 ARTx Blue Line NORTHWEST | 1.0 | 2.5 | 5.1 | 0.9 | 9.6 | 37 | 3 | 4 | 11 | 2 | 20 | 45 |
| 790 ARTx Blue Line SOUTHEAST | 7.3 | 4.9 | 4.3 | 0.6 | 17.1 | | 9 | 9 | 5 | 2 | 25 | |
| Totals | 214 | 261 | 296 | 83 | 854 | 1,201 | 377 | 388 | 455 | 183 | 1,403 | 1,403 |

Table 2 – OD Sampling Goals Saturday and Sunday

| DAY_OF_WEEK | Saturday | | Sunday | |
|--|-----------------------|---------------------|-----------------------|---------------------|
| ROUTE_SURVEYED | ABQ_Ride sample_goals | ABQ_Ride collection | ABQ_Ride sample_goals | ABQ_Ride collection |
| 1 Juan Tabo | 3 | 3 | 1 | 2 |
| 2 Eubank-Ventura | 4 | 4 | 2 | 2 |
| 5 Montgomery/Carlisle | 21 | 21 | 13 | 13 |
| 6 Indian School Commuter | 0 | 0 | 0 | 0 |
| 7 Candelaria Commuter | 0 | 0 | 0 | 0 |
| 8 Menaul | 24 | 27 | 15 | 16 |
| 10 North Fourth Street | 15 | 15 | 6 | 7 |
| 11 Lomas | 19 | 19 | 11 | 12 |
| 12 Constitution Commuter | 0 | 0 | 0 | 0 |
| 13 Comanche Commuter | 0 | 0 | 0 | 0 |
| 16 University/Gibson/Broadway | 8 | 8 | 4 | 4 |
| 31 Wyoming | 7 | 9 | 3 | 4 |
| 34 San Pedro Commuter | 0 | 0 | 0 | 0 |
| 36 12th Street/Rio Grande CCW-LOOP | 1 | 1 | 0 | 0 |
| 37 Rio Grande/12th Street CW-LOOP | 0 | 0 | 0 | 0 |
| 50 Airport/Downtown | 3 | 8 | 2 | 2 |
| 51 Atrisco/Rio Bravo | 3 | 4 | 0 | 0 |
| 53 Isleta | 6 | 6 | 0 | 0 |
| 54 Bridge/Westgate | 5 | 5 | 0 | 0 |
| 66 Central Avenue | 81 | 84 | 58 | 69 |
| 92 Taylor Ranch Express | 0 | 0 | 0 | 0 |
| 93 Academy Commuter | 0 | 0 | 0 | 0 |
| 94 Unser Commuter | 0 | 0 | 0 | 0 |
| 96 Crosstown Commuter | 0 | 0 | 0 | 0 |
| 97 Zuni Express | 0 | 0 | 0 | 0 |
| 140 San Mateo / CNM Work Force | 0 | 0 | 0 | 0 |
| 141 San Mateo | 33 | 34 | 17 | 21 |
| 155 Coors | 11 | 18 | 5 | 5 |
| 157 Cottonwood/Montano/UTC | 19 | 24 | 9 | 9 |
| 198 98th / Dennis Chavez | 5 | 6 | 3 | 3 |
| 217 Downtown-KAFB Ltd. | 0 | 0 | 0 | 0 |
| 222 Rio Bravo/ Rail Runner/ KAFB | 0 | 0 | 0 | 0 |
| 251 ABQ-Rio Rancho Rail Runner Shuttle | 0 | 0 | 0 | 0 |
| 766 ART Red Line | 93 | 109 | 58 | 69 |
| 777 ART Green Line | 91 | 103 | 65 | 76 |
| 790 ARTx Blue Line | 4 | 4 | 0 | 0 |
| Totals | 455 | 512 | 271 | 314 |

SURVEY INSTRUMENT

The survey was designed to obtain information in four major categories: OD travel patterns, usage information, rider demographics, and rider satisfaction. Once the survey questionnaire was finalized, ETC designed a tablet-based intercept interview survey as the primary survey medium. The survey is included as Appendix A. The weekend survey was designed to mimic the weekday OD survey but did not capture location coordinates for riders' origin, destination, boarding(s), and alighting(s). The survey was created to ensure Title VI requirements were met and to provide additional information on riders.

The tablet survey methodology utilized the tablets on-screen mapping features allowing for real-time geocoding of addresses and locations using exact address, intersections, and/or place names. The riders would then confirm the geocoded location marked on the map via an indicator icon. The interviewers used the mapping feature to collect the global positioning system (GPS) coordinates of all survey locations (home address, origin address, destination address, boarding location(s), and alighting location(s)). This method allowed the interviewer to answer any questions participants had and ensured the accuracy of the data collected. The respondent was allowed to select the answers to some demographic questions directly on the tablet to allow for more privacy (e.g., household income, gender).

The weekend survey was conducted on Saturdays and Sundays. The weekend survey mimicked the weekday survey in all aspects other than capturing the full trip path. The weekend survey was conducted on all Saturday routes other than routes 66, 766, 777, and 790 which utilized the weekday OD survey administered due to higher ridership. The weekend survey was utilized on all routes on Sundays.

In addition, ETC created an additional survey that was included for passengers that were not headed to a specific destination and were simply riding the vehicle. A total of 246 of these surveys were conducted and are shown as "No Particular Destination" for trip purpose in chapter 5 of this document.

Chapter 2. SURVEY ADMINISTRATION

OD PASSENGER SURVEY INTERVIEWER ROLES

ETC used experienced staff from previous survey efforts to conduct the interviews for this study. Interviewers boarded their assigned vehicle and selected passengers at random to participate in the survey. While conducting the survey, interviewers recorded each response provided to them by the passenger.

SURVEY ADMINISTRATION

SELECTION OF PARTICIPANTS

For the OD interview, the tablet generated a random number (shown in Figure 1) to determine which passengers were asked to participate in the survey after boarding the vehicle.

If four people boarded a bus, the tablet randomly generated a number from 1 to 4. If the tablet responded 2, the second person who boarded the bus was asked to participate in the survey. If the tablet responded 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded a bus or train at any given stop to ensure the interviewer could keep track of the passengers as they boarded.

Figure 1 - OD Survey Random Number Generator

For example, if 20 people boarded a vehicle, the tablet program would randomly pick one of the first six people for the survey. If the interview was refused by the randomly selected passenger, then the passenger who boarded before the passenger selected would be attempted.

Respondents who did not have time to complete the survey during their bus trip, or who spoke a language different from the interviewer, were given the option of providing their phone numbers to conduct the survey at another time. Those who provided their phone numbers for call backs were then contacted by ETC Institute's call center to complete the survey. Interviewers that spoke the preferred language of the passenger translated the English tablet version of the survey during the interview and indicated which language the interview was conducted in. A total of fifty-five weekday surveys were conducted in Spanish and twenty-two weekend surveys were conducted in Spanish.

OD SURVEY PROCEDURE

Interviewers selected passengers in accordance with the sampling procedures previously described. The interviewer then:

- Approached the passenger, identified themselves, and asked the passenger to participate in the survey.
- If the passenger refused, the interviewer ended the survey, excused themselves and completed three observational questions (age, race, and gender).

- ▲ If the passenger agreed to participate, the interviewer asked the passenger if they had at least 5 minutes to complete the survey.
- ▲ If the passenger did not have at least 5 minutes on the bus, the interviewer asked the passenger to provide their name and phone number for a call back if they alighted prior to completing the survey. The interviewer continued to capture data until the passenger alighted the vehicle. A phone interviewer from ETC Institute's call center then contacted the respondent and asked him/her to provide the remaining information by phone if the interview was not completed on the vehicle. This methodology ensured that people who completed short trips on public transit were well represented. Most records were able to be completed on-board with only a nominal number of records completed by phone.
- ▲ If the person had at least 5 minutes on the bus, the interviewer completed the survey on the vehicle.

IN-FIELD QUALITY ASSURANCE/QUALITY CONTROL

ETC Institute field supervisors reviewed each interviewer's data reviewing the following elements to ensure they were administering the interview properly:

- ▲ Distribution of surveys by demographics.
- ▲ Distribution of surveys by trip characteristics.
- ▲ Length of each survey in minutes.
- ▲ Percentage of refusals.
- ▲ Percentage of short trips.

In addition to daily reviews of demographic responses, the field manager created a comprehensive weekly report.

Chapter 3. DATA REVIEW PROCESS

Many of the monitoring processes described previously in the report are essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained. The geocoding tools embedded in Google map searches, ETC Institute Visual Review program, and Caliper® Maptitude geographic information system (GIS) software, allowed for the high level of geocoding accuracy that was achieved.

The following subsections describe the QA/QC processes that were implemented after the data was collected.

PROCESS FOR IDENTIFYING COMPLETE RECORDS

To classify a survey as being completed, the record must contain all elements of the one-way trip. ETC Institute has classified required trip data as containing complete answers to the following:

| | | | |
|---|---------------------|---|------------------------|
| ▲ | Route/Direction | ▲ | Origin place type |
| ▲ | Time of trip | ▲ | Destination place type |
| ▲ | Transfers made | ▲ | Access mode |
| ▲ | Home address | ▲ | Egress mode |
| ▲ | Origin address | ▲ | Boarding location |
| ▲ | Destination address | ▲ | Alighting location |

The exception to this requirement is the “non destination” trips. For these interviews only the location information prior to the interview was captured, but not any location information after the interview because the trip did not have a specific destination. In addition to the required trip-data questions, an interview must be considered complete by the online survey program. This occurs if the interviewer navigates through all questions from the survey, including demographics.

ONLINE VISUAL REVIEW TOOL

ETC Institute’s online visual review tool allowed for the review of all completed records. The tool displayed all elements of the one-way trip, as well as a series of distance ratio checks. After directions were finalized, each record went through speed/distance/time checks. Figure 2 shows an example of the online visual review tool.

Figure 2 – Online Visual Review Tool (Editable Version)

Elvis - Read Only ALBUQUERQUE NM OD 22 TRANSIT

VIEW OTHER FIELDS

ELVIS VIEW

ROUTE CODE
157 Cottonwood/Montano/UTC NORTH

ROUTE DETAILS
Date: 2022-01-31 09:53:00
T: NA
D: 0.1(O-POON), 1.2(POON-POOFF), 0.1(POOFF-B), 6.6(B-A), 0.2(A-D)

SELECT POINT
H O B A D

ORIGIN LOCATION
Location Search
Enter address
PLACE TYPE
Your HOME
PLACE NAME

ROUTE LIST

- ☐ 1 Juan Tabo SOUTHBOUND
- ☐ 1 Juan Tabo NORTHBOUND
- ☐ 2 Eubank-Ventura SOUTHBOUND
- ☐ 2 Eubank-Ventura NORTHBOUND
- ☐ 5 Montgomery/Carlisle SOUTHWEST
- ☐ 5 Montgomery/Carlisle NORTHEAST
- ☐ 6 Indian School Commuter WESTBOUND
- ☐ 6 Indian School Commuter EASTBOUND
- ☐ 7 Candelaria Commuter WESTBOUND
- ☐ 7 Candelaria Commuter EASTBOUND
- ☐ 8 Menaul WESTBOUND
- ☐ 8 Menaul EASTBOUND
- ☐ 10 North Fourth Street SOUTHBOUND
- ☐ 10 North Fourth Street NORTHBOUND
- ☐ 11 Lomas WESTBOUND
- ☐ 11 Lomas EASTBOUND
- ☐ 12 Constitution Commuter WESTBOUND
- ☐ 12 Constitution Commuter EASTBOUND
- ☐ 13 Comanche Commuter WESTBOUND
- ☐ 13 Comanche Commuter EASTBOUND
- ☐ 16 University/Gibson/Broadway WESTBOUND
- ☐ 16 University/Gibson/Broadway EASTBOUND
- ☐ 31 Wyoming SOUTHBOUND
- ☐ 31 Wyoming NORTHBOUND
- ☐ 34 San Pedro Commuter SOUTHBOUND
- ☐ 34 San Pedro Commuter NORTHBOUND
- ☐ 36 12th Street/Rio Grande CCW-LOOP

PRE-DISTANCE CHECKS

The series of distance and ratio checks were contained in the online visual review tool for ETC Institute's Transit Review Team (TRT) to systematically approach the reviewing of completed records. The TRT process for editing surveys is described later in this section. *Note: The distance and ratio checks described are meant to alert the reviewer that closer evaluation may be needed. However, this does not indicate the record was inaccurate or unusable.*

The distances for the checks are created using the great-circle distance formula that is based on a straight line from point A to point B that considers the curvature of the earth. A few of the distance checks ran are listed below:

- Access/Egress-Mode Distance Check (distances from origin to boarding and alighting to destination).
- Origin-to-Destination Check (distance from origin to destination).
- Boarding-and-Alighting Distance Check (distance checks from boarding to alighting location).

PRE-RATIO CHECKS

After all transfer reviews were conducted, three QA/QC ratio checks were conducted. First, the distance between the boarding and alighting location was divided by the distance between origin and destination. Second, the distance between origin and boarding location was divided by the distance between origin and destination. Third, the distance between the alighting location and destination was divided by the distance between origin and destination.

TRANSIT REVIEW TEAM

The TRT reviewed all completed records, paying special attention to records that were flagged by the previously described checks. Typically, around 10 percent of all records receive an automatic





flag. The issues listed in Table 4 result in actions that allow about 30 percent of those records that are flagged to be retained.

Table 3 – General Issues

| Issue | Description of Issue | Action |
|--------------------------------|--|--|
| Origin/Destination Condition 1 | Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected | If, for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected. |
| Origin/Destination Condition 2 | Origin/Destination appears to have been geocoded to the incorrect city/state | If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the interviewer selects the wrong choice from the list of address choices that appear in the online survey instrument, then the appropriate address information will be inserted. |
| Access/Egress Mode | Access/Egress Mode seems illogical based on trip | If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than 0.2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database. |
| Directionality of Record | Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the interviewer | Change direction of route selected and, if necessary, update boarding and alighting locations based on appropriate direction. |

POST-PROCESSING ADDITIONAL CHECKS

After records were reviewed by the TRT, the next step involves the application of QA/QC non-trip checks. Non-trip related checks included:

-  Ensuring the respondents who indicated they were employed reported that at least one member of the household was employed.
-  Ensuring the time-of-day a survey was completed was reasonable given the published operating schedule for the route.
-  Ensuring that the appropriate fare type was used given the age of respondent.
-  Removing personal information to protect the anonymity of the respondents.

Once all records complete the pre-processing and post-processing QA/QC checks, those deemed complete and usable are appended to the completion report to ensure that goals are met. After the final review is completed, a data dictionary was created to describe the data in the database.

Chapter 4. SURVEY WEIGHTING AND EXPANSION

ABQ RIDE weekday records were expanded by route, direction, time-of-day, and segment. ABQ RIDE weekend records were expanded at the route level only. This section describes the methodology used to develop the unlinked expansion factors. The purpose of developing goals is to ensure an appropriate number of interviews will be expanded to represent the total average weekday ridership of each route, time period, and direction. The data was expanded using the average daily ridership from January 2022 through May 2022.

LINKED TRIP EXPANSION FACTORS

The linked-trip expansion factor helps to account for the number of transfers that were made by each passenger. Linked expansion factors are generated after the unlinked expansion factors are created. The equation that is used to calculate the linked trip multiplying factor is shown below:

$$\text{Linked Trip Multiplying Factor} = [1 / (1 + \# \text{ of transfers})]$$

If a passenger did not make a transfer, the linked trip factor would be 1.0, because the person would have only boarded one vehicle. If a person made two transfers, the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. An example of the linked trip expansion factors is provided in Figure 5.

Figure 3 - Sample Calculations of Linked Trip Multiplying Factors

| Number of Transfers | Calculation [1/(1+Number of Transfers)] | Linked Trip Multiplying Factor |
|---------------------|--|-----------------------------------|
| 0 | [1/(1+0)] | 1 |
| 1 | [1/(1+1)] | 0.5 |
| 2 | [1/(1+2)] | 0.33 |
| 3 | [1/(1+3)] | 0.25 |

Once the linked trip multiplier is created, it is multiplied by the unlinked expansion factor to create the linked expansion factor.

LINKED TRIP DECOMPOSITION ANALYSIS

Decomposition analysis measures the overall representativeness of the survey records relative to linked and unlinked trips on an individual route basis. Self-enumeration surveys have historically suffered from substantial errors in route level boarding levels when linked trips were determined by simply dividing the boarding factor by one plus the number of transfers.

The advent of the personal interview, coupled with tablet technology, and more effective management of interviewers has reduced this issue. The decomposition analysis examines each record and the recorded sequence of routes and tabulates boardings for each route using this information. After all records have been examined, total boardings by route are summarized and compared with the observed level of boardings. The result of this analysis will help to determine the relationship between observed and estimated boardings by route.

The decomposition analysis below and on the following pages shows the summed link factors for the routes on which the survey was conducted. The findings from the decomposition analysis show that the overall results for the on-board survey do an excellent job of representing the system. In fact, at the overall level, there is 0.00% difference between the total boardings calculated from the summed linked weight factors and the observed ridership. The routes that deviate the farthest from the summed linked factors compared to the observed counts are typically the routes that are expected to deviate the most as they are low volume ridership routes and therefore have a higher inherit error probability.

The table below shows the weekday decomposition results at the route level.

Table 4 – Decomposition Analysis

| ALL ROUTES | | | | | | | | | |
|-------------|--|-------------|------------|----------------|----------------|---------------------|--------------------|------------------|--------------|
| day_of_week | route_name | agency_name | route_type | Route Surveyed | Transfer Route | Total Summed Linked | Observed Boardings | Total Difference | % Difference |
| WEEKDAY | 1 Juan Tabo | ABQ RIDE | Regular | 294.05 | 81.41 | 375.46 | 347.54 | -27.92 | -8.03% |
| WEEKDAY | 2 Eubank-Ventura | ABQ RIDE | Regular | 141.94 | 80.72 | 222.66 | 194.81 | -27.85 | -14.30% |
| WEEKDAY | 5 Montgomery/Carlisle | ABQ RIDE | Regular | 1120.32 | 252.06 | 1372.39 | 1399.45 | 27.07 | 1.93% |
| WEEKDAY | 6 Indian School Commuter | ABQ RIDE | Commuter | 5.24 | 9.47 | 14.70 | 5.24 | -9.47 | -180.79% |
| WEEKDAY | 7 Candelaria Commuter | ABQ RIDE | Commuter | 3.21 | 21.95 | 25.16 | 4.28 | -20.87 | -487.52% |
| WEEKDAY | 8 Menaul | ABQ RIDE | Regular | 1378.20 | 240.84 | 1619.05 | 1551.46 | -67.59 | -4.36% |
| WEEKDAY | 10 North Fourth Street | ABQ RIDE | Regular | 592.02 | 128.82 | 720.84 | 848.17 | 127.33 | 15.01% |
| WEEKDAY | 11 Lomas | ABQ RIDE | Regular | 851.55 | 216.22 | 1067.77 | 1047.64 | -20.13 | -1.92% |
| WEEKDAY | 12 Constitution Commuter | ABQ RIDE | Commuter | 5.17 | 13.08 | 18.26 | 10.35 | -7.91 | -76.43% |
| WEEKDAY | 13 Comanche Commuter | ABQ RIDE | Commuter | 2.33 | 0.00 | 2.33 | 2.33 | 0.00 | 0.00% |
| WEEKDAY | 16 University/Gibson/Broadway | ABQ RIDE | Regular | 304.27 | 122.95 | 427.22 | 383.55 | -43.67 | -11.39% |
| WEEKDAY | 31 Wyoming | ABQ RIDE | Regular | 284.89 | 111.67 | 396.56 | 429.74 | 33.19 | 7.72% |
| WEEKDAY | 34 San Pedro Commuter | ABQ RIDE | Commuter | 8.92 | 11.12 | 20.04 | 8.92 | -11.12 | -124.76% |
| WEEKDAY | 36 12th Street/Rio Grande | ABQ RIDE | Regular | 27.31 | 48.94 | 76.26 | 41.08 | -35.17 | -85.61% |
| WEEKDAY | 37 Rio Grande/12th Street | ABQ RIDE | Regular | 34.97 | 3.72 | 38.69 | 40.04 | 1.35 | 3.36% |
| WEEKDAY | 50 Airport/Downtown | ABQ RIDE | Regular | 195.59 | 104.94 | 300.53 | 219.67 | -80.86 | -36.81% |
| WEEKDAY | 51 Atrisco/Rio Bravo | ABQ RIDE | Regular | 65.72 | 50.35 | 116.07 | 92.80 | -23.27 | -25.08% |
| WEEKDAY | 53 Isleta | ABQ RIDE | Regular | 233.60 | 97.19 | 330.78 | 298.61 | -32.17 | -10.77% |
| WEEKDAY | 54 Bridge/Westgate | ABQ RIDE | Regular | 205.10 | 151.81 | 356.91 | 277.50 | -79.41 | -28.62% |
| WEEKDAY | 66 Central Avenue | ABQ RIDE | Regular | 3681.35 | 453.02 | 4134.36 | 4205.61 | 71.24 | 1.69% |
| WEEKDAY | 92 Taylor Ranch Express | ABQ RIDE | Commuter | 6.28 | 0.00 | 6.28 | 7.54 | 1.26 | 16.67% |
| WEEKDAY | 93 Academy Commuter | ABQ RIDE | Commuter | 3.84 | 4.51 | 8.35 | 3.84 | -4.51 | -117.21% |
| WEEKDAY | 94 Unser Commuter | ABQ RIDE | Commuter | 3.79 | 9.08 | 12.88 | 3.79 | -9.08 | -239.60% |
| WEEKDAY | 96 Crosstown Commuter | ABQ RIDE | Commuter | 17.70 | 0.00 | 17.70 | 17.70 | 0.00 | 0.00% |
| WEEKDAY | 97 Zuni Express | ABQ RIDE | Commuter | 129.61 | 24.03 | 153.64 | 143.79 | -9.84 | -6.85% |
| WEEKDAY | 140 San Mateo / CNM Work Force | ABQ RIDE | Regular | 675.38 | 319.84 | 995.22 | 927.29 | -67.93 | -7.33% |
| WEEKDAY | 141 San Mateo | ABQ RIDE | Regular | 872.45 | 224.85 | 1097.30 | 1081.75 | -15.55 | -1.44% |
| WEEKDAY | 155 Coors | ABQ RIDE | Regular | 482.02 | 156.23 | 638.25 | 693.95 | 55.70 | 8.03% |
| WEEKDAY | 157 Cottonwood/Montano/UTC | ABQ RIDE | Regular | 843.56 | 273.82 | 1117.38 | 1116.16 | -1.22 | -0.11% |
| WEEKDAY | 198 98th / Dennis Chavez | ABQ RIDE | Regular | 103.10 | 75.50 | 178.60 | 213.44 | 34.84 | 16.32% |
| WEEKDAY | 217 Downtown-KAFB Ltd. | ABQ RIDE | Commuter | 7.00 | 4.44 | 11.44 | 8.45 | -2.99 | -35.37% |
| WEEKDAY | 222 Rio Bravo/ Rail Runner/ KAFB | ABQ RIDE | Regular | 16.20 | 0.00 | 16.20 | 16.20 | 0.00 | 0.00% |
| WEEKDAY | 251 ABQ-Rio Rancho Rail Runner Shuttle | ABQ RIDE | Regular | 10.71 | 16.30 | 27.01 | 10.71 | -16.30 | -152.23% |
| WEEKDAY | 766 ART Red Line | ABQ RIDE | Rapid Ride | 2306.85 | 375.48 | 2682.32 | 2931.17 | 248.85 | 8.49% |
| WEEKDAY | 777 ART Green Line | ABQ RIDE | Rapid Ride | 2487.10 | 326.47 | 2813.57 | 2875.50 | 61.93 | 2.15% |
| WEEKDAY | 790 ARTx Blue Line | ABQ RIDE | Rapid Ride | 298.47 | 86.82 | 385.30 | 337.40 | -47.89 | -14.20% |
| Total | | | | 17699.81 | 4097.65 | 21797.47 | 21797.47 | 0.00 | 0.00% |

Chapter 5. WEEKDAY OD SURVEY SYSTEM RESULTS

The summary statistics below are based on the linked weight factors created during the data expansion process conducted by ETC Institute, unless otherwise stated. A linked passenger trip is a trip from origin to destination on the transit system and accounts for transfers made during a one-way trip. Unlinked passenger trips count each boarding as a separate trip regardless of transfers.

Thirty-seven percent of passengers origin place is home while sixteen percent of passenger trips are made by passengers that just ride the bus (no particular destination) without any particular purpose (either to stay out of the weather elements or other various reasons). Table 5 shows passengers origin place type.

Table 5 – Origin Place Type

| What type of place are you COMING FROM NOW? (the starting place for your one-way trip) | Weight Factor (%) |
|--|-------------------|
| Your usual WORKPLACE | 13.4% |
| Your HOME | 37.0% |
| Your Hotel / motel / lodging | 0.3% |
| College / University (students only) | 3.1% |
| School (K-12) (students only) | 1.4% |
| Other business related (e.g. meeting, delivery) | 1.8% |
| Medical / Doctor / Clinic (non-work) | 2.8% |
| Shopping | 10.0% |
| Restaurant | 1.4% |
| Visit Friend / Relative | 6.3% |
| Church / Personal Business | 3.4% |
| Recreation / Sightseeing | 3.0% |
| No particular destination | 15.6% |
| Other | 0.3% |

Ninety-four percent of passengers walk or wheelchair from their origin location to their very first transit stop. Three percent of passengers use a personal vehicle to get to their first transit stop. Table 6 shows how passengers access transit.

Table 6 – Access Mode

| How did you GET FROM your origin | Weight Factor (%) |
|--------------------------------------|-------------------|
| Walk | 93.7% |
| Wheelchair | 0.5% |
| Bike | 2.6% |
| Skateboard | 0.4% |
| Was dropped off by someone | 1.7% |
| Drove alone and parked | 1.0% |
| Drove or rode with others and parked | 0.1% |
| Uber, Lyft, etc. | 0.0% |

Thirty-nine percent of passengers destination place is home. The second highest destination place type is work (17%), and the third highest is shopping (11%). Table 7 shows passengers destination place type.

Table 7 – Destination Place Type

| What type of place are you GOING TO NOW? (the ending place for your one-way trip) | Weight Factor (%) |
|---|-------------------|
| Your usual WORKPLACE | 17.1% |
| Your HOME | 38.9% |
| Your Hotel / motel / lodging | 0.2% |
| College / University (students only) | 3.1% |
| School (K-12) (students only) | 0.9% |
| Other business related (e.g. meeting, delivery) | 2.4% |
| Medical / Doctor / Clinic (non-work) | 2.4% |
| Shopping | 11.3% |
| Restaurant | 1.8% |
| Visit Friend / Relative | 7.4% |
| Church / Personal Business | 9.2% |
| Recreation / Sightseeing | 5.2% |
| Other | 0.0% |

Ninety-four percent of passengers walk from their last transit stop to their destination place. Two percent of passengers use a personal vehicle to get to their destination. Table 8 shows how passengers egress the transit system.

Table 8 – Egress Mode

| How will you GET TO your destination | Weight Factor (%) |
|---------------------------------------|-------------------|
| Walk | 94.0% |
| Wheelchair | 0.5% |
| Bike | 3.2% |
| Be picked up by someone | 1.5% |
| Uber, Lyft, etc. | 0.1% |
| Get in a parked vehicle & drive alone | 0.7% |

Sixty-four percent of passengers only take one bus to get from their origin to their destination. Table 9 shows the total number of transfers made by passengers.

Table 9 – Total Number of Buses Used to Make Trip

| Total number of in-system transfers | Weight Factor (%) |
|-------------------------------------|-------------------|
| (00) None | 63.6% |
| (01) One Transfer | 32.6% |
| (02) Two Transfers | 3.7% |

Thirty-three percent of passengers have been riding ABQ RIDE less than two years while forty-six percent of passengers have been riding ABQ RIDE six years or more. Table 10 show the length of years passengers have been using ABQ RIDE.

Table 10 – Years Riding ABQ RIDE

| How many years have you been riding ABQ RIDE? | Weight Factor (%) |
|---|-------------------|
| Less than 1 year | 19.9% |
| 1-2 years | 13.4% |
| 3-5 years | 19.7% |
| 6-10 years | 13.4% |
| More than 10 years | 32.7% |
| First time riding | 0.8% |

Seventy-three percent of passengers use ABQ RIDE five days a week or more. Table 11 shows how many days a week passengers use ABQ RIDE.

Table 11 –Daily Transit Usage

| How often do you typically ride ABQ RIDE? | Weight Factor (%) |
|---|-------------------|
| First time riding | 1.1% |
| Less than 1 Day per week | 2.5% |
| 1 Day per week | 2.1% |
| 2 Days per week | 4.0% |
| 3 Days per week | 9.8% |
| 4 Days per week | 7.9% |
| 5 Days per week | 25.7% |
| 6-7 Days per week | 46.9% |

If ABQ RIDE was not available, forty-four percent of passengers would walk to get from their origin to their destination. Twenty-one percent of passengers would use a personal automobile (drive or get a ride) to make their trip if transit was not available. Table 12 shows how passengers would make their trip if transit was not available.

Table 12 –Trip Mode if Transit is not Available

| If transit service were not available, how would you have made this trip? | Weight Factor (%) |
|---|-------------------|
| Walk | 44.4% |
| Uber, Lyft, etc. | 13.3% |
| Taxi | 0.1% |
| Bicycle/Skateboard/Scooter | 0.3% |
| Drive myself | 6.2% |
| Ride with someone else | 15.0% |
| Would not make this trip | 12.8% |
| Bicycle | 7.9% |

Forty-six percent of passengers live in single / individual households. Thirty-five percent of passengers live in two to three person households. Table 13 shows passenger's household size.

Table 13 – Household Members

| Including YOU, how many people live in your household? | Weight Factor (%) |
|--|-------------------|
| One (1) | 46.2% |
| Two (2) | 20.1% |
| Three (3) | 15.3% |
| Four (4) | 9.9% |
| Five (5) | 4.8% |
| Six (6) | 1.5% |
| Seven (7) | 1.0% |
| Eight (8) | 0.7% |
| Nine (9) | 0.3% |
| Ten or More (10+) | 0.3% |

Thirty-five percent of passengers live in households which no one is employed. Table 14 shows household members employed.

Table 14 – Household Members Employed

| Including YOU, how many people (over age 15) in your household are employed full or part-time? | Weight Factor (%) |
|--|-------------------|
| None (0) | 35.0% |
| One (1) | 30.5% |
| Two (2) | 21.7% |
| Three (3) | 8.7% |
| Four (4) | 3.4% |
| Five (5) | 0.2% |
| Six (6) | 0.3% |
| Eight (8) | 0.1% |
| Ten or More (10+) | 0.0% |

Sixty-three percent of passengers do not have a household vehicle (none). Thirty-three percent of passengers have one to two vehicles belonging to their household. Table 15 shows household vehicle availability.

Table 15 – Household Vehicles

| How many vehicles (cars, trucks, or motorcycles) are available to your household? | Weight Factor (%) |
|---|-------------------|
| None (0) | 63.3% |
| One (1) | 24.1% |
| Two (2) | 8.7% |
| Three (3) | 2.8% |
| Four (4) | 0.9% |
| Five (5) | 0.1% |
| Six (6) | 0.1% |

Out of the thirty-seven percent of passengers that have a vehicle available to their household, only nineteen percent could have used one of their household vehicles to make their current trip. Table 16 shows the percentages of passengers that could have used a household vehicle to make their current trip on which they were surveyed.

Table 16 – Could Have Used Household Vehicle on Current Trip (If Working Household Vehicle Available)

| Could you have used one of these vehicles to complete this trip? | Weight Factor (%) |
|--|-------------------|
| Yes | 19.5% |
| No | 80.5% |

Sixty-one percent of passengers do not possess a valid driver's license. Table 17 shows passengers' driver's license status.

Table 17 – Driver's License Status

| Do you have a valid driver's license? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 39.1% |
| No | 60.9% |

Half (50%) of passengers interviewed are employed either full or part time, while seventeen percent of passengers are unemployed but seeking work. Table 18 shows passengers' employment status.

Table 18 – Employment Status

| What is your employment status? (Check the one response that BEST describes you) | Weight Factor (%) |
|--|-------------------|
| Employed full-time (at least 35 hours per week) | 33.3% |
| Employed part-time (less than 35 hours per week) | 16.8% |
| Not currently employed, but seeking work | 16.4% |
| Not currently employed, and not seeking work | 22.0% |
| Retired | 10.1% |
| Homemaker | 1.3% |

Fourteen percent of passengers are students. Nine percent of passengers that are students are full or part time college students. Table 19 shows passenger's student status.

Table 19 – Student Status

| What is your student status? (check the one response that BEST describes you) | Weight Factor (%) |
|---|-------------------|
| Not a student | 86.4% |
| Yes - Full-time College / University | 5.2% |
| Yes - Part-time College / University | 3.4% |
| Yes - Vocational / Technical / Trade School | 0.5% |
| Yes - K-8th grade | 0.9% |
| Yes - 9-12th grade | 3.2% |
| Yes - Other | 0.3% |

Forty-four percent of passengers are between the ages of 25 and 44. Twenty-three percent of passengers are 55 and over. Table 20 shows passengers' age.

Table 20 – Age

| What is your age? | Weight Factor (%) |
|-------------------|-------------------|
| 15 and under | 0.7% |
| 16 - 17 | 2.4% |
| 18 - 24 | 13.4% |
| 25 - 34 | 21.8% |
| 35 - 44 | 22.1% |
| 45 - 54 | 16.7% |
| 55 - 64 | 14.9% |
| 65 and older | 8.0% |

Thirty-seven percent of passengers are White, and thirty-six percent of passengers are Hispanic. These two categories make up the majority (73%) of ABQ RIDE passengers. Table 21 shows passengers' race/ethnicity.

Table 21 – Race / Ethnicity

| What is your Race / Ethnicity? (check all that apply) | Weight Factor (%) |
|---|-------------------|
| White | 36.6% |
| Black / African American | 8.8% |
| Hispanic / Latino | 36.1% |
| American Indian / Alaska Native | 15.0% |
| Asian | 3.0% |
| Native Hawaiian / Pacific Islander | 0.4% |

One quarter (25%) of passengers speak another language other than English at home. Of those passengers that speak other languages, seventy-six percent speak Spanish as shown in table 22 A. Table 22 shows the percentage of passengers that speak other languages at home.

Table 22 – Other Languages Spoke at Home (Other than English)

| Do you speak a language other than English at home? | Weight Factor (%) |
|---|-------------------|
| Yes | 24.6% |
| No | 75.4% |

Table 23 A– Other Languages Spoke at Home (Other than English)

| Language respondent speaks at home other than English | Weight Factor (%) |
|---|-------------------|
| Other | 1.7% |
| Korean | 0.8% |
| Russian | 0.5% |
| Spanish | 75.7% |
| Vietnamese | 0.4% |
| Navajo | 11.4% |
| Chinese, Mandarin | 1.5% |
| Haitian Creole French | 0.5% |
| Hindi | 1.4% |
| Arabic, Standard | 0.2% |
| Swahili | 0.2% |
| German | 0.4% |
| French | 0.8% |
| Tagalog | 0.1% |
| Aramaic | 0.6% |
| Belarusan | 0.3% |
| Italian | 0.5% |
| Japanese | 0.4% |
| Portuguese | 0.2% |
| Catalan | 0.2% |
| Hebrew | 0.6% |
| American Sign Language (ASL) | 0.3% |
| Karaim | 0.5% |
| Pashto, Central | 0.3% |
| Filipino | 0.1% |
| Dari | 0.2% |
| Navarrese | 0.3% |

Out of the passengers that answered yes to speaking another language at home, eighty percent stated that they speak English very well. Table 23 shows passengers' English proficiency that answered yes to speaking another language at home.

Table 24 – English Proficiency (If Other Language Spoken at Home)

| How well do you speak English? | Weight Factor (%) |
|--------------------------------|-------------------|
| Very well | 79.7% |
| Well | 3.9% |
| Less than well | 12.3% |
| Not at all | 4.1% |

Sixty-five percent of passengers identify themselves as male. Table 24 shows passengers Gender.

Table 25 – Gender

| Do you identify as? | Weight Factor (%) |
|---------------------------|-------------------|
| Male | 64.6% |
| Female | 32.2% |
| Non-binary / third gender | 1.8% |
| Transgender | 1.1% |
| Prefer not to say | 0.4% |

Over three-quarters (76%) of passengers are considered low income (below \$25,000 annually). Table 25 shows passengers' household incomes for 2021.

Table 26 – Household Income

| Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2021 before taxes? | Weight Factor (%) |
|--|-------------------|
| Less than \$10,000 | 37.9% |
| \$10,000 - \$14,999 | 19.2% |
| \$15,000 - \$24,999 | 18.5% |
| \$25,000 - \$34,999 | 12.7% |
| \$35,000 - \$49,999 | 6.3% |
| \$50,000 - \$74,999 | 2.9% |
| \$75,000 - \$99,999 | 1.5% |
| \$100,000 or more | 1.2% |

Passengers were asked which type of routes they prefer, routes that are closer but come less frequently or routes that are further yet are frequent. Forty-five percent of passengers prefer routes that are more frequent even if they must travel further to access them.

Note that the responses shown in this table are weighted like all other information gathered from riders as part of this survey. In contrast, the responses to this (and the next) question shown in the Existing Conditions Report are unweighted, raw responses.

Table 27 – Which Types of Routes Considered Better

| What kind of routes do you think are better? | Weight Factor (%) |
|--|-------------------|
| Routes that are close by to you, but you have to wait a long time for the bus | 25.9% |
| Routes that are a farther walk away from you, but the buses are always coming soon | 45.2% |
| Don't know / don't understand / don't have an opinion | 28.9% |

The series of tables below (illustrated as table 27), describe what passengers feel is most valuable to them regarding improvements. The most valuable (75% response) category is keeping the bus fare free. The next highest valued improvement (67% response) category is improving bus frequencies.

Note that the responses to this question are summarized differently here than in the Existing Conditions report, though the underlying data is the same:

- These responses are weighted, like all other information gathered from riders as part of this survey. In contrast, the responses shown in the Existing Conditions Report are unweighted, raw responses.
- In the Existing Conditions Report, the rankings given by each surveyed rider for each of these improvements are assigned to the reverse number scale (so that higher numbers reflect higher value) and are then summed for all surveyed riders for each improvement.

Table 28 – System Improvements

| What improvements do you wish could be made to ABQ Ride bus service? Better frequencies | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 67.4% |
| (2) Valuable | 8.0% |
| (3) Neutral | 7.3% |
| (4) Less Valuable | 3.5% |
| (5) Least Valuable | 13.7% |

| What improvements do you wish could be made to ABQ Ride bus service? Keeping the fare free | Weight Factor (%) |
|--|-------------------|
| (1) Most Valuable | 74.5% |
| (2) Valuable | 2.8% |
| (3) Neutral | 6.4% |
| (4) Less Valuable | 4.5% |
| (5) Least Valuable | 11.9% |

| What improvements do you wish could be made to ABQ Ride bus service? More routes in more places | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 63.6% |
| (2) Valuable | 7.7% |
| (3) Neutral | 9.9% |
| (4) Less Valuable | 6.5% |
| (5) Least Valuable | 12.3% |

| What improvements do you wish could be made to ABQ Ride bus service? More night service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 59.7% |
| (2) Valuable | 8.5% |
| (3) Neutral | 10.6% |
| (4) Less Valuable | 8.8% |
| (5) Least Valuable | 12.3% |

| What improvements do you wish could be made to ABQ Ride bus service? More early morning service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 58.3% |
| (2) Valuable | 8.5% |
| (3) Neutral | 9.4% |
| (4) Less Valuable | 11.3% |
| (5) Least Valuable | 12.6% |

| What improvements do you wish could be made to ABQ Ride bus service? More 6-8 am and 4-6 pm service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 57.7% |
| (2) Valuable | 8.8% |
| (3) Neutral | 11.6% |
| (4) Less Valuable | 9.1% |
| (5) Least Valuable | 12.8% |

| What improvements do you wish could be made to ABQ Ride bus service? More weekend service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 64.5% |
| (2) Valuable | 6.0% |
| (3) Neutral | 7.9% |
| (4) Less Valuable | 6.6% |
| (5) Least Valuable | 15.0% |

Chapter 6. WEEKEND OD SURVEY SYSTEM RESULTS

The summary statistics below are based off weekend weighted records that were expanded at the route level. Tables are displayed showing both Saturday and Sunday results combined.

Forty-three percent of passengers origin place is home while seven percent of passenger trips are made by passengers that just ride the bus (no particular destination) without any particular purpose (either to stay out of the weather elements or other various reasons). Table 28 shows weekend passengers' origin place type.

Table 29 – Origin Place Type

| What type of place are you COMING FROM NOW? (the starting place for your one-way trip) | Weight Factor (%) |
|--|-------------------|
| Your usual WORKPLACE | 7.1% |
| Your HOME | 43.3% |
| Your Hotel / motel / lodging | 1.7% |
| College / University (students only) | 0.9% |
| School (K-12) (students only) | 0.1% |
| Other business related (e.g. meeting, delivery) | 1.6% |
| Medical / Doctor / Clinic (non-work) | 0.7% |
| Shopping | 16.8% |
| Restaurant | 2.6% |
| Visit Friend / Relative | 8.2% |
| Church / Personal Business | 2.6% |
| Recreation / Sightseeing | 7.3% |
| No particular destination | 7.1% |
| Other | 0.1% |

Ninety-four percent of passengers walk or wheelchair from their origin location to their very first transit stop. Three percent of passengers use a personal vehicle to get to their first transit stop. Table 29 shows how weekend passengers access transit.

Table 30 – Access Mode

| How did you GET FROM your origin | Weight Factor (%) |
|----------------------------------|-------------------|
| Walk | 92.8% |
| Wheelchair | 1.4% |
| Bike | 2.6% |
| Skateboard | 0.4% |
| Was dropped off by someone | 2.6% |
| Drove alone and parked | 0.2% |
| Uber, Lyft, etc. | 0.1% |

Twenty-nine percent of passengers destination place is home. The second highest destination place type is shopping (21%), and the third highest is to visit a friend or relative (13%). Table 30 shows weekend passengers' destination place types.

Table 31 – Destination Place Type

| What type of place are you GOING TO NOW? (the ending place for your one-way trip) | Weight Factor (%) |
|---|-------------------|
| Your usual WORKPLACE | 11.8% |
| Your HOME | 28.8% |
| Your Hotel / motel / lodging | 0.6% |
| Other business related (e.g. meeting, delivery) | 2.0% |
| Medical / Doctor / Clinic (non-work) | 1.8% |
| Shopping | 21.4% |
| Restaurant | 3.7% |
| Visit Friend / Relative | 13.1% |
| Airport (passengers only) | 0.4% |
| Church / Personal Business | 7.5% |
| Recreation / Sightseeing | 8.9% |

Ninety-six percent of passengers walk or wheelchair from their last transit stop to their destination place. Table 31 shows how weekend passengers egress the transit system.

Table 32 – Egress Mode

| How will you GET TO your destination | Weight Factor (%) |
|---------------------------------------|-------------------|
| Walk | 94.3% |
| Wheelchair | 1.5% |
| Bike | 2.6% |
| Skateboard | 0.8% |
| Be picked up by someone | 0.4% |
| Uber, Lyft, etc. | 0.2% |
| Get in a parked vehicle & drive alone | 0.1% |

Sixty-three percent of passengers only take one bus to get from their origin to their destination on the weekend. Table 32 shows the total number of transfers made by passengers.

Table 33 – Total Number of Buses Used to Make Trip

| Total number of in-system transfers | Weight Factor (%) |
|-------------------------------------|-------------------|
| (00) None | 62.6% |
| (01) One Transfer | 34.4% |
| (02) Two Transfers | 2.8% |
| (03) Three Transfers | 0.2% |

Thirty-three percent of passengers have been riding ABQ RIDE less than two years while forty-five percent of passengers have been riding ABQ RIDE six years or more. Table 33 show the number of years passengers have been using ABQ RIDE.

Table 34 – Years Riding ABQ RIDE

| How many years have you been riding ABQ RIDE? | Weight Factor (%) |
|---|-------------------|
| Less than 1 year | 20.6% |
| 1-2 years | 11.9% |
| 3-5 years | 21.0% |
| 6-10 years | 12.8% |
| More than 10 years | 31.9% |
| First time riding | 1.8% |

Sixty-nine percent of passengers use ABQ RIDE five days a week or more. Table 34 shows how many days a week passengers use ABQ RIDE.

Table 35 –Daily Transit Usage

| How often do you typically ride ABQ RIDE? | Weight Factor (%) |
|---|-------------------|
| First time riding | 2.1% |
| Less than 1 Day per week | 2.3% |
| 1 Day per week | 2.5% |
| 2 Days per week | 6.9% |
| 3 Days per week | 9.2% |
| 4 Days per week | 8.3% |
| 5 Days per week | 17.8% |
| 6-7 Days per week | 50.8% |

If ABQ RIDE was not available, forty-four percent of passengers would walk to get from their origin to their destination. Seventeen percent of passengers would use a personal automobile (drive or get a ride) to make their trip if transit was not available. Table 35 shows how passengers would make their weekend trip if transit was not available.

Table 36 – Trip Mode if Transit is not Available

| If transit service were not available, how would you have made this trip? | Weight Factor (%) |
|--|--------------------------|
| Walk | 44.0% |
| Uber, Lyft, etc. | 13.8% |
| Taxi | 0.5% |
| Other | 0.2% |
| Bicycle/Skateboard/Scooter | 0.4% |
| Drive myself | 5.2% |
| Ride with someone else | 12.5% |
| Would not make this trip | 16.4% |
| Bicycle | 6.9% |

Forty-nine percent of passengers live in single/individual households. Thirty-five percent of passengers live in two to three person households. Table 36 shows passengers' household sizes.

Table 37 – Household Members

| Including YOU, how many people live in your household? | Weight Factor (%) |
|---|--------------------------|
| One (1) | 49.1% |
| Two (2) | 21.3% |
| Three (3) | 13.7% |
| Four (4) | 6.5% |
| Five (5) | 5.0% |
| Six (6) | 2.0% |
| Seven (7) | 0.9% |
| Eight (8) | 0.5% |
| Nine (9) | 0.2% |
| Ten or More (10+) | 0.8% |

Thirty-six percent of passengers live in households which no one is employed. Table 37 shows the number of household members employed.

Table 38 – Household Members Employed

| Including YOU, how many people (over age 15) in your household are employed full or part-time? | Weight Factor (%) |
|---|--------------------------|
| None (0) | 35.5% |
| One (1) | 34.8% |
| Two (2) | 19.8% |
| Three (3) | 7.5% |
| Four (4) | 1.5% |
| Five (5) | 0.6% |
| Six (6) | 0.3% |
| Eight (8) | 0.1% |

Sixty-nine percent of passengers do not have a household vehicle (none). Twenty-eight percent of passengers have one to two vehicles belonging to their household. Table 38 shows household vehicle availability.

Table 39 – Household Vehicles

| How many vehicles (cars, trucks, or motorcycles) are available to your household? | Weight Factor (%) |
|--|--------------------------|
| None (0) | 69.0% |
| One (1) | 21.8% |
| Two (2) | 6.3% |
| Three (3) | 1.8% |
| Four (4) | 0.7% |
| Five (5) | 0.2% |
| Six (6) | 0.2% |

Out of the thirty-one percent of passengers that have a vehicle available to their household, only seventeen percent could have used one of their household vehicles to make their current trip. Table 39 shows the percentages of passengers that could have used a household vehicle to make their current trip on which they were surveyed.

Table 40 – Could Have Used Household Vehicle on Current Trip (If Working Household Vehicle Available)

| Could you have used one of these vehicles to complete this trip? | Weight Factor (%) |
|---|--------------------------|
| Yes | 17.2% |
| No | 82.8% |

Fifty-seven percent of passengers do not possess a valid driver's license. Table 40 shows passengers' driver's license statuses.

Table 41 – Driver's License Status

| Do you have a valid driver's license? | Weight Factor (%) |
|---------------------------------------|-------------------|
| Yes | 43.3% |
| No | 56.7% |

Nearly half (48%) of passengers interviewed were employed either full or part time, while fourteen percent of passengers are unemployed but seeking work. Table 41 shows passengers' employment statuses.

Table 42 – Employment Status

| What is your employment status? (Check the one response that BEST describes you) | Weight Factor (%) |
|--|-------------------|
| Employed full-time (at least 35 hours per week) | 31.3% |
| Employed part-time (less than 35 hours per week) | 17.4% |
| Not currently employed, but seeking work | 13.5% |
| Not currently employed, and not seeking work | 26.3% |
| Retired | 10.7% |
| Homemaker | 0.8% |

Nine percent of weekend passengers are students. Five percent of passengers that are students are full or part time college students. Table 42 shows passengers' student statuses.

Table 43 – Student Status

| What is your student status? (check the one response that BEST describes you) | Weight Factor (%) |
|---|-------------------|
| Not a student | 91.4% |
| Yes - Full-time College / University | 2.7% |
| Yes - Part-time College / University | 2.6% |
| Yes - Vocational / Technical / Trade School | 0.9% |
| Yes - K-8th grade | 0.4% |
| Yes - 9-12th grade | 2.0% |

Thirty-one percent of weekend passengers are over 45 years of age. Twelve percent of weekend passengers are under 24 years of age. Table 43 shows passengers' ages.

Table 44 – Age

| What is your age? | Weight Factor (%) |
|-------------------|-------------------|
| 15 and under | 0.1% |
| 16 - 17 | 1.6% |
| 18 - 24 | 10.2% |
| 25 - 34 | 19.4% |
| 35 - 44 | 21.2% |
| 45 - 54 | 19.3% |
| 55 - 64 | 18.0% |
| 65 and older | 10.3% |

Thirty-three percent of passengers are White, and thirty-three percent of passengers are Hispanic. These two categories make up the majority (66%) of ABQ RIDE weekend passengers. Table 44 shows passengers' race/ethnicities.

Table 45 – Race / Ethnicity

| What is your Race / Ethnicity? (check all that apply) | Weight Factor (%) |
|---|-------------------|
| Black / African American | 11.3% |
| White | 33.1% |
| Hispanic / Latino | 33.0% |
| American Indian / Alaska Native | 16.9% |
| Asian | 3.1% |
| Native Hawaiian / Pacific Islander | 2.5% |

One quarter (25%) of passengers speak another language other than English at home. Of those passengers that speak other languages, seventy-six percent speak Spanish as shown in table 45 A. Table 45 shows the percent of passengers that speak other languages at home.

Table 46 – Other Languages Spoke at Home (Other than English)

| Do you speak a language other than English at home? | Weight Factor (%) |
|---|-------------------|
| Yes | 24.6% |
| No | 75.4% |

Table 47 A – Other Languages Spoke at Home (Other than English)

| Language respondent speaks at home other than English | Weight Factor (%) |
|---|-------------------|
| Other | 1.2% |
| Korean | 0.6% |
| Spanish | 76.4% |
| Vietnamese | 0.9% |
| Navajo | 14.0% |
| Greek | 0.4% |
| Chinese | 0.3% |
| French | 0.7% |
| Hindi | 1.2% |
| Arabic, Standard | 2.0% |
| Bengali | 0.8% |
| Navarrese | 0.4% |
| Pashto, Central | 0.5% |
| Armenian | 0.2% |
| Japanese | 0.5% |

Out of those passengers that answered yes to speaking another language at home, eighty percent stated that they speak English very well. Table 46 shows passengers' English proficiency for those that answered yes to speaking another language at home.

Table 48 – English Proficiency (If Other Language Spoken at Home)

| How well do you speak English? | Weight Factor (%) |
|--------------------------------|-------------------|
| Very well | 80.3% |
| Well | 5.6% |
| Not at all | 4.1% |
| Not very well | 9.9% |

Sixty-six percent of passengers identify themselves as male. Table 47 shows weekend passengers' Genders.

Table 49 – Gender

| Do you identify as? | Weight Factor (%) |
|---------------------------------|-------------------|
| Female | 30.7% |
| Male | 66.3% |
| Non-binary / third gender | 1.3% |
| Other / Prefer to self-describe | 0.2% |
| Transgender | 0.9% |
| Prefer not to say | 0.6% |

Over three-quarters (79%) of passengers are considered low income (below \$25,000 annually). Table 48 shows passengers' household incomes for 2021.

Table 50 – Household Income

| Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2021 before taxes? | Weight Factor (%) |
|--|-------------------|
| Less than \$10,000 | 36.2% |
| \$10,000 - \$14,999 | 22.3% |
| \$15,000 - \$24,999 | 20.6% |
| \$25,000 - \$34,999 | 11.7% |
| \$35,000 - \$49,999 | 5.0% |
| \$50,000 - \$74,999 | 3.0% |
| \$75,000 - \$99,999 | 0.5% |
| \$100,000 or more | 0.8% |

Passengers were asked which type of routes they prefer, routes that are closer but come less frequently or routes that are further yet are frequent. Forty-five percent of passengers prefer routes that are more frequent even if they must travel further to access them.

Table 51 – Which Types of Routes Considered Better

| What kind of routes do you think are better? | Weight Factor (%) |
|--|-------------------|
| Routes that are close by to you, but you have to wait a long time for the bus | 26.6% |
| Routes that are a farther walk away from you, but the buses are always coming soon | 45.3% |
| Don't know / don't understand / don't have an opinion | 28.1% |

The series of tables below (illustrated as table 50), describe what passengers feel is most valuable to them regarding improvements. The most valuable (76% response) category is keeping the bus fare free. The next highest valued improvement (75% response) category is adding more weekend service.

Table 52 – System Improvements

| What improvements do you wish could be made to ABQ Ride bus service? Better frequencies | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 68.2% |
| (2) Valuable | 7.1% |
| (3) Neutral | 9.4% |
| (4) Less Valuable | 3.8% |
| (5) Least Valuable | 11.4% |

| What improvements do you wish could be made to ABQ Ride bus service? Keeping the fare free | Weight Factor (%) |
|--|-------------------|
| (1) Most Valuable | 75.6% |
| (2) Valuable | 4.7% |
| (3) Neutral | 8.4% |
| (4) Less Valuable | 2.3% |
| (5) Least Valuable | 9.0% |

| What improvements do you wish could be made to ABQ Ride bus service? More routes in more places | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 64.5% |
| (2) Valuable | 7.6% |
| (3) Neutral | 13.4% |
| (4) Less Valuable | 5.4% |
| (5) Least Valuable | 9.1% |

| What improvements do you wish could be made to ABQ Ride bus service? More night service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 66.3% |
| (2) Valuable | 7.8% |
| (3) Neutral | 11.0% |
| (4) Less Valuable | 6.0% |
| (5) Least Valuable | 9.0% |

| What improvements do you wish could be made to ABQ Ride bus service? More early morning service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 57.5% |
| (2) Valuable | 8.0% |
| (3) Neutral | 13.0% |
| (4) Less Valuable | 10.4% |
| (5) Least Valuable | 11.0% |

| What improvements do you wish could be made to ABQ Ride bus service? More 6-8 am and 4-6 pm service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 50.5% |
| (2) Valuable | 10.4% |
| (3) Neutral | 15.2% |
| (4) Less Valuable | 12.9% |
| (5) Least Valuable | 11.1% |

| What improvements do you wish could be made to ABQ Ride bus service? More weekend service | Weight Factor (%) |
|---|-------------------|
| (1) Most Valuable | 74.7% |
| (2) Valuable | 4.4% |
| (3) Neutral | 6.7% |
| (4) Less Valuable | 4.9% |
| (5) Least Valuable | 9.3% |

APPENDIX A: SURVEY INSTRUMENT

ABQ RIDE On Board Transit Survey

(for office use only) Route Code: Dir: ☐ N ☐ S ☐ E ☐ W Time: am / pm Interviewer: Serial #:

Complete the questionnaire and have a chance to win a Hinkle Family Fun pass

Are you a visitor to the Albuquerque area? ☐ Yes ☐ No

What is your HOME ADDRESS?: (please be specific, ex: 123 W. Main St):
(If you are visiting Albuquerque, please list the hotel name or address where you are staying)

Street Address City State ZIP Code

COMING FROM?

1. What type of place are you **COMING FROM NOW?** (the starting place for your one-way trip)

- ☐ Your usual Workplace
- ☐ Other business related (e.g., meeting, delivery)
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Medical / Doctor / Clinic (non-work)
- ☐ Shopping
- ☐ Restaurant
- ☐ Visit Friend / Relative
- ☐ Church / Personal Business
- ☐ Recreation / Sightseeing
- ☐ Airport (passengers only)
- ☐ Your hotel/motel/lodging → Go to Question #4
- ☐ Your HOME → Go to Question #4
- ☐ No particular destination → H Survey
- ☐ Other:

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT STREET ADDRESS** of this place? (OR Intersection if you do not know)

City: State: ZIP:

4. How did you **GET FROM** the place in Questions #1-3 **TO THE VERY FIRST ABQ vehicle** you used for this one-way trip?

- ☐ Walk ☐ Bike
- ☐ Wheelchair ☐ Skateboard
- ☐ Was dropped off by someone (answer 4a)
- ☐ Drove alone and parked (answer 4a)
- ☐ Drove or rode with others and parked (answer 4a)
- ☐ Uber, Lyft, etc. ☐ Taxi
- ☐ Other Specify

4a. Where did you park/get dropped off **before the FIRST** bus you used for this one-way trip (Nearest intersection / Park-N-Ride lot below):

GOING TO?

5. What type of place are you **GOING TO NOW?** (the ending place for your one-way trip)

- ☐ Your usual Workplace
- ☐ Other business related (e.g., meeting, delivery)
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Medical / Doctor / Clinic (non-work)
- ☐ Shopping
- ☐ Restaurant
- ☐ Visit Friend / Relative
- ☐ Church / Personal Business
- ☐ Recreation / Sightseeing
- ☐ Airport (passengers only)
- ☐ Your hotel/motel/lodging → Go to Question #8
- ☐ Your HOME → Go to Question #8
- ☐ Other:

6. What is the **NAME** of the place you are going to now?

7. What is the **EXACT STREET ADDRESS** of this place? (OR Intersection if you do not know)

City: State: ZIP:

8. How will you **GET TO** your destination (in Qs #5-7) after you get off the **LAST ABQ vehicle** you will use for this one-way trip?

- ☐ Walk ☐ Bike
- ☐ Wheelchair ☐ Skateboard
- ☐ Be picked up by someone (answer 8a)
- ☐ Get in a parked vehicle & drive alone (answer 8a)
- ☐ Get in a parked vehicle & drive/ride w/others (answer 8a)
- ☐ Uber, Lyft, etc. ☐ Taxi
- ☐ Other Specify

8a. Where will you **get your car/get picked up after the LAST** vehicle you are using for this one-way trip (nearest intersection / Park-N-Ride lot below):

9. Did you transfer **FROM** another ABQ RIDE bus **BEFORE** getting on this ABQ RIDE bus? ☐ Yes ☐ No

10. Where did you **GET ON THIS** bus? Please provide the nearest intersection / station name / Park & Ride lot:

11. Where will you **GET OFF THIS** bus? Please provide the nearest intersection / station name / Park & Ride lot:

12. Will you transfer **TO** another ABQ RIDE bus **AFTER** getting off this ABQ RIDE bus? ☐ Yes ☐ No

13. Please list **BUS ROUTES** in the exact order you use them for this one-way trip.

START → → → → → **END**

1st Route 2nd Route 3rd Route 4th Route

Continue

OTHER INFORMATION ABOUT THIS TRIP

14. What time did you **GET ON** this bus? _____ : _____ a.m. / p.m. (circle one)
15. Will you (or did you) make this same trip using the same transit routes in exactly the opposite direction today? ☐ No ☐ Yes - At what time did/will you leave for this trip in the opposite direction? _____ am/pm (circle one)
16. How many years have you been riding **ABQ RIDE**?
☐ Less than 1 year ☐ 1-2 years ☐ 3-5 years ☐ 6-10 years ☐ More than 10 years ☐ First time riding
17. How often do you typically ride **ABQ RIDE**?
☐ Less than 1 Day per week ☐ 2 Days per week ☐ 4 Days per week ☐ 6 or 7 Days per Week
☐ 1 Day per week ☐ 3 Days per week ☐ 5 Days per week ☐ First time riding
18. If transit service were not available, how would you have made this trip?
☐ Walk ☐ Bicycle ☐ Drive myself ☐ Ride with someone else
☐ Uber, Lyft, etc. ☐ Taxi ☐ Would not make this trip

ABOUT YOU AND YOUR HOUSEHOLD

19. Including **YOU**, how many people live in your household? _____ people
20. Including **YOU**, how many people (over age 15) in your household are employed full/part-time? _____ people
21. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
- 21a. [If #21 is **ONE OR MORE**] Could you have used one of these vehicles to complete this trip? ☐ Yes ☐ No
22. Do you have a valid driver's license? ☐ Yes ☐ No
23. What is your employment status? (*check the one response that BEST describes you*)
☐ Employed full-time (at least 35 hrs/wk) ☐ Employed part-time (less than 35 hrs/wk)
☐ Not currently employed, but seeking work ☐ Not currently employed, and not seeking work
☐ Retired ☐ Homemaker
24. What is your student status? (*check the one response that BEST describes you*)
☐ Not a student ☐ Yes - Full-time College/University ☐ Yes - Part-time College/University
☐ Yes - K - 8th grade ☐ Yes - 9th-12th grade ☐ Yes - Vocational/technical/trade school
25. What is your year of birth? _____
26. What is your Race / Ethnicity? (*check all that apply*)
☐ American Indian / Alaska Native ☐ Asian ☐ Black/African American ☐ Hispanic/Latino
☐ Native Hawaiian / Pacific Islander ☐ White ☐ Other: _____
27. Do you speak a language other than English at home? ☐ No ☐ Yes - Which language? _____
- 27a. [If #27 = Yes] How well do you speak English? ☐ Very well ☐ Well ☐ Not very well ☐ Not at all
28. Do you identify as? ☐ Male ☐ Female ☐ Transgender ☐ Non-binary/third gender
☐ Other/Prefer to self-describe ☐ Prefer not to say
29. Which of the following **BEST** describes your **TOTAL ANNUAL HOUSEHOLD INCOME** in 2021 before taxes?
☐ Less than \$10,000 ☐ \$15,000 - \$24,999 ☐ \$35,000 - \$49,999 ☐ \$75,000 - \$99,999
☐ \$10,000 - \$14,999 ☐ \$25,000 - \$34,999 ☐ \$50,000 - \$74,999 ☐ \$100,000 or more
30. What kind of routes do you think are better?
☐ Routes that are close by to you, but you have to wait a long time for the bus.
☐ Routes that are a farther walk away from you, but the buses are always coming soon.
☐ Don't know / don't understand / don't have an opinion
31. What improvements do you wish could be made to **ABQ Ride** bus service?
- | | Most Valuable (1) | | | | Least Valuable (5) |
|------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Better frequencies. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Keeping the fare free. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. More routes in more places. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. More night service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. More early morning service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. More 6-8 am and 4-6 pm service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g. More weekend service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |